

Town of Fort Myers Beach Job Description

Position: Cultural Coordinator (Retail and Administrative Support)
Department: Cultural Resources – Mound House
Pay: \$21 to \$25 an hour with full benefits
Schedule: Tuesday – Saturday 8:30am to 4:30pm (some holidays and after hours)

POSITION SUMMARY

The Cultural Coordinator is responsible for assisting the Director of Culture, Parks and Recreation in administration and operations of the department, which includes running all operations of the Mound House Museum Retail Store. This position will be responsible for all museum store operations, including purchasing, orienting visitors to the museum, selling admission tickets and memberships, tracking, and maintaining museum store inventory, coordinating special events, rental inquiries and maintaining the museum membership program. Works under the direct supervision of the Director of Culture, Parks, and Recreation. This is a permanent full-time position with a work schedule of Tuesday through Saturday 8:30am to 4:30pm with some holidays and after hours required for Special Events. Coordinates with contractors, student interns and volunteers as assigned.

ESSENTIAL JOB FUNCTIONS

- Ability to handle the day-to-day operations of the Mound House including the museum and museum store; assist with set up of daily programs and events, along with related administrative functions.
- Aids in general office routine and preparation of reports. Prepare, edit, and revise Department's correspondence, forms, and applications. Performs various data entry work such as entering purchase orders, maintaining membership database and retail reports, Filing and maintaining all documents relating to Department procedures.
- Oversight of the museum store, inventory, and receipts. Maintain all up-to-date information in POS system, such as inventory and pricing. Opening and closing of museum store, registers, and museums each day. Greeting visitors and selling appropriate admission, giving museum information to visitors, Accepts and processes payments by the public ensuing proper cash/credit card handling procedures are followed. Assisting visitors in the Museum store; completing the end of day report and prepares deposits; Restocking product and monitoring the inventory and reviewing re-orders with the Director when stock is low.
- Assist the museum staff as needed with interpretation of the site and be available to fill in various positions when needed.
- Monitors museum store webpage and fulfills orders placed through the Mound House website.
- Provides phone and email support to staff. Answer telephone inquiries and conducts research necessary to respond to the inquiries. Follow-up on calls made or providing responses to answers.
- Handles inquiries and complaints from the public, via phone, e-mail, website and walk in.
- Will sometimes be required to work a varying schedule, including the possibility of evenings, weekends and at alternate sites.
- Collect admission fees and payments for goods and services, issue appropriate change.
- Provide quality customer service and ensure accurate point of sale transactions.
- Provide information to visitors regarding special events or activities and location of exhibits; Organize information for and assist groups and individuals.

- Pursuing new product development for the museum store relevant to the sites mission.
- Works directly with vendors in ordering items for the museum store.
- General cleaning of museum store fixtures as needed and maintaining a clean environment in the museums.
- Updating the museum website purchasing module to issue refunds and reservations as needed.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related duties as required.)

OTHER JOB FUNCTIONS

- Identifies and notifies Museum Director of problems at any of the facilities Mound House grounds, Newton Beach Park and of the operational facilities.
- Ensures Park rules are enforced pertaining to all natural, historical, and archaeological facilities and resources and use thereof for the enjoyment of the visitor.

EDUCATION AND EXPERIENCE REQUIREMENTS

- Associate degree in business, hospitality, or a related field.
- Confidence in dealing with the public and addressing groups of people.
- Must be a United States Citizen or eligible to work in the United States.
- Must possess a valid Florida Driver's License with acceptable driving record.
- Must successfully pass a background check, and alcohol and drug test.
- Must possess excellent customer service skills.
- Ability to read and follow written and oral instructions.
- Able to establish and maintain effective working relationships.
- Able to operate necessary equipment.
- Excellent work history and attendance record.
- Ability to balance daily revenues and the necessary reporting to finance.
- Ability to communicate orally and in writing, ability to perform basic math is mandatory.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees, departments, and organizations.
- Proficient in Microsoft computer software, word processing, spreadsheets, cashiering, etc.
- Knowledge of general operation and care of standard office equipment.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIREMENTS

- Positive attitude and enthusiasm for the job. Strong customer service, administrative, and or cashier and retail experience required.
- Ability to accomplish work which requires physical stamina. Ability to stand and use computer and or cash register for extended periods of time.
- Ability to multitask and work on several projects at once.
- Ability to stay focused on assignments with interruptions from museum visitors and volunteers.
- Ability to work outside in various weather conditions
- Ability to work a flexible schedule including weekends and some evenings.
- Self-motivation and the ability to work independently and on multiple tasks at the same time.
- Ability to establish and maintain effective working relationships and work cooperatively with volunteers, interns, coworkers, representatives of outside organizations, and all ages of public.

- Ability to prepare routine administrative paperwork; Ability to organize data and prepare records and reports required.
- Ability to follow verbal and written instructions; Ability to communicate effectively both orally and in writing.
- Knowledge of customer service standards and procedures.
- Working knowledge of public information and public relations techniques.
- Ability to assist in planning, organizing, and promoting Mound House and Newton Beach Park activities, membership, and programs; thorough knowledge of the policies, procedures, rules and regulations governing the educational program area assigned.
- Ability to successfully work with and serve a diverse local community and visitors.
- Knowledge of occupational safety rules and practices.
- May operate a variety of equipment including golf cart transportation, vans, including appropriate training to securing valid certificates.
- Maintains the physical ability to lift inventory, equivalent to 50 pounds singly and 100 pounds jointly.

WORKING HOURS/PHYSICAL/ENVIRONMENTAL DEMANDS

- Work environment is indoors and outdoors, based on a museum in a park and marine setting.
- Medium physical effort; requires handling of average-weight objects up to 50 pounds and standing, walking. Effort applies to no more than six (6) hours per day.
- Environmental factors may vary, and position will require time spent outdoors at all times of year; Ability to perform strenuous work in varying and adverse weather conditions including heat, cold, rain and potentially dangerous environments.
- Will be required to work hours other than the regular Town Hall hours including, nights, weekends, and holidays and during emergency situations.
- Possess sight/hearing senses, or use of prosthesis that will enable these senses to function adequately so the requirements of this position can be fully met.
- Significant standing, walking, moving, climbing, carrying, bending, and kneeling; and is essential to the job.
- Some crawling, reaching, handling, sitting, pushing, and pulling, bending, stooping.
- Must have the use of sensory skills to effectively communicate and interact with other employees, volunteers and the public using the telephone and personal contact.
- Task involved the regular, and at times, sustained performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces and lifting and/or carrying moderately heavy (20 – 50 pound) items and occasionally, very heavy (100 pounds or over) items; or may involve the complex operation of gasoline powered equipment.

Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.

This job description is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills or working conditions associated with the position. While it is intended to accurately reflect the position activities and requirements, management reserves the right to modify, add or remove duties and assign other duties as necessary. This job description does not constitute a written or implied contract of employment